

HICS 213 – INCIDENT MESSAGE FORM

PURPOSE: PROVIDE STANDARDIZED METHOD FOR RECORDING MESSAGES RECEIVED BY PHONE OR RADIO

ORIGINATION: ALL POSITIONS

ORIGINAL TO: RECEIVER

COPIES TO: DOCUMENTATION UNIT LEADER AND MESSAGE TAKER

INSTRUCTIONS:

Print legibly and enter complete information.

1. **FROM (SENDER)** Use proper name to identify who is sending the message. Include title and agency as appropriate.
2. **TO (RECEIVER)** Use proper name and/or HICS position title as appropriate to identify for whom the message is intended.
3. **DATE RECEIVED** Use the international standard date notation **YYYY-MM-DD**, where YYYY is the year, MM is the month of the year between 01 (January) and 12 (December), and DD is the day of the month between 01 and 31. For example, the fourteenth day of February in the year 2006 is written as **2006-02-14**.
4. **TIME RECEIVED** Use the international standard notation **hh:mm**, where hh is the number of complete hours that have passed since midnight (00-24) and mm is the number of complete minutes that have passed since the start of the hour (00-59). For example, 5:04 PM is written as **17:04**. Use local time.
5. **RECEIVED VIA** Indicate communication system.
6. **REPLY REQUESTED** Indicate whether a reply is requested and to whom the reply should be addressed, if different from Sender.
7. **PRIORITY** Indicate level of urgency of the message.
8. **MESSAGE (KEEP ALL MESSAGES/REQUESTS BRIEF, TO THE POINT, AND VERY SPECIFIC)**
Transcribe complete, concise, and specific content of message.
9. **ACTION TAKEN (IF ANY)** Note any action taken in response to the message. When the message is routed to any additional recipient, indicate who received the message, the time received, any action taken or other comments, and the next person to whom the message was forwarded.
10. **FACILITY NAME** Use when transmitting the form outside of the hospital.

WHEN TO COMPLETE: When intended receiver is unavailable to speak with the sender or when a communication includes specific details for which accuracy needs to be ensured.

HELPFUL TIPS: This form is suitable for duplication using carbonless copy paper.